

## **Wiltshire Police and Crime Panel**

**6 March 2014**

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### **Potential Topics for a Police and Crime Panel Task Group**

#### **Purpose**

1. To propose some potential topics for review by a dedicated task group to be established by the Panel.

#### **Background**

2. On 5 November 2013 the Panel met to discuss its approach to scrutinising the Police and Crime Commissioner's delivery of his Police and Crime Plan. The Panel identified that some areas were more complex than others, and decided that the first approach would be to identify an area that the public could relate to and that this would be a rapid exercise and relationship-builder. The Panel discussed topics that might be appropriate, either through a dedicated task group or a themed meeting of the Panel. The Panel noted the importance placed on volunteers and special constables within the Commissioner's Police and Crime Plan and decided that this would be the first area to be reviewed by a dedicated task group.
3. The Volunteers and Special Constables Task Group was established and met for the first time on 4 December 2013 with Mr Malcolm Grubb elected as chairman. An update on this task group's work is included elsewhere on the agenda, but it is anticipated that the task group will conclude its work by the end of March, bringing a report to the Panel for endorsement on 11 June 2014. The Panel's Annual Report 2013 makes clear that this would be the first of a continuing series of scrutiny projects with the aim of making constructive comments and recommendations to the PCC, helping the Panel fulfil its statutory duty to support him in the delivery of his Plan. It is therefore timely to consider what topic it would be appropriate for the Panel's next task group to consider.

#### **Potential topics**

4. Below a list of potential topics with background information is provided, including details of:

- Relevant previous work by the Panel
- Relevant priorities, objectives and initiatives in the PCCs Police and Crime Plan 2013/14

## 1. Victim Support

### **Victim Services Commissioning**

On 15 January 2014 the Panel received a report from the OPCC detailing the transition of responsibility for aspects of victim services commissioning from the Ministry of Justice to PCCs (due in October 2014 and April 2015). South West PCC's had set out shared principles they were working to in developing a regional approach. Wiltshire Police is developing a proposal for an in-house victim referral mechanism and the tender winner would work with the OPCC to develop a tailored system.

### **Restorative Justice**

On 15 January 2014 the Panel considered a report and DVD from the Centre for Justice Innovation on a successful trial of Neighbourhood Justice Panels (NJP's) in Swindon. These would be rolled out throughout Wiltshire with Panels ready in several areas. The Commissioner gave examples of how their range could be increased to include minor thefts / shoplifting, minor assaults (Section 47 or under), criminal damage and public orders offences. It was confirmed that NJP's were being scrutinised by Swindon Borough Council. The Commissioner confirmed that restorative justice would be part of his annual report. The theme of NJPs also links with the Panel's work on volunteers.

### **Relevant objectives in the Police and Crime Plan:**

- ~ "Putting Victims First" – one of six key priorities in the Plan
- ~ Appropriate community and victim focused restorative justice outcomes to become the norm for less serious offences
- ~ To give victims a clearer picture of how to access the criminal justice system
- ~ To involve victims much more in designing services around their needs
- ~ To keep victims and witnesses much better informed throughout the criminal justice process
- ~ To make criminal justice processes shorter and more victim and witness-focused
- ~ To empower victims through the use of restorative justice
- ~ To offer victims and witnesses greater levels of support

### **Relevant initiatives in the Police and Crime Plan:**

- ~ Appropriate community and victim-focused restorative justice outcomes to be used in at least half of detected offences
- ~ Creation of a 'Victim Pathway' tool

- ~ Establishment of a quarterly Victim Forum and Victim Panels to help shape future service delivery
- ~ Publication of minimum standards of information to be provided to victims and witnesses
- ~ Promotion of the government's 'Swift and Sure Justice' reforms in respect of minimising delays and enabling victims and witnesses to give evidence via video links
- ~ Giving victims the option of restorative justice where appropriate and wanted
- ~ Commissioning of additional independent victim-focused services
- ~ Expansion of the Neighbourhood Justice Panel initiative throughout Wiltshire and Swindon
- ~ Creation of Customer and Victims' Charters

## **2. Licensing**

### **Relevant objectives in the Police and Crime Plan:**

- ~ To reduce the harm caused by irresponsible licensed premises

### **Relevant initiatives in the Police and Crime Plan:**

- ~ Joint approach with local authorities to encourage management of responsible licensed premises coupled with a firmer crackdown on irresponsible ones

## **3. Community engagement**

### **Relevant objectives in the Police and Crime Plan:**

- ~ Communities playing a pivotal role in policing and crime issues through greater levels of ownership and volunteering
- ~ Stimulating communities to help themselves more by encouraging volunteering and pump-priming appropriate initiatives
- ~ At least 90 per cent police officer visibility / time out of station, greater single working and more time on foot to maximise engagement with the public

### **Relevant initiatives in the Police and Crime Plan:**

- ~ Progressive community ownership of police and crime-related community budgets
- ~ Every household to be visited by its Safer Community Team at least once every 18 months
- ~ Creation of a one-off £1 million innovation fund to pump-prime community and voluntary sector crime reduction and offender rehabilitation initiatives

## **4. Crime reduction**

### **Relevant objectives in the Police and Crime Plan:**

- ~ “Reduce crime and anti-social behaviour” and “Reduce offending and re-offending” – two priorities of the Plan
- ~ A 10 per cent reduction in the absolute number of crimes and anti-social behaviour incidents
- ~ See Police and Crime Plan Summary (Appendix 1)

### **Relevant initiatives in the Police and Crime Plan:**

- ~ See Police and Crime Plan Summary (Appendix 1)

## **5. Anti Social Behaviour (ASB)**

When discussing this topic on 5 November, the Panel agreed that due to its complex nature it would not be the first topic for review by a task group.

### **Relevant objectives in the Police and Crime Plan:**

- ~ A 10 per cent reduction in the absolute number of crimes and anti-social behaviour incidents

### **Relevant initiatives in the Police and Crime Plan:**

- ~ Multi-agency redesign of services to tackle anti-social behaviour and creation of Safer Community Teams
- ~ Cross-fertilisation of current successful Wiltshire and Swindon initiatives such as Anti-Social Behaviour Risk Assessment Conferences and Advocacy Schemes

## **6. Handling of complaints against the PCC**

### **Complaints against the Commissioner reports**

The Panel received reports on Complaints Against the Commissioner on 12 June and 26 November 2013. These form part of the quarterly reporting process. The handling of these complaints is delegated to Wiltshire Council’s Monitoring Officer.

### **Public Opinion Survey**

On 16 September 2013 the Panel received a report outlining the Public Opinion Annual Survey Results 2012/13.

**Relevant objectives in the Police and Crime Plan:**

- ~ Consistent achievement of telephone call answering service standards
- ~ Top quartile performance for customer complaints
- ~ Ninety five per cent of customers rating commissioned services as 'good', 'very good' or 'excellent'
- ~ Streamlined and faster criminal justice and transactional services
- ~ Data quality to be right first time in at least 99 per cent of cases

**Relevant initiatives in the Police and Crime Plan:**

- ~ Systems Thinking reviews of all customer facing services
- ~ Creation of Customer and Victims' Charters
- ~ Introduction of Wiltshire Police Customer Relationship Management system
- ~ Opportunity for customers to complete electronic customer feedback surveys to become routine after each interaction
- ~ Promotion of the government's criminal justice reforms in respect of streamlining processes and making them more victim and witness friendly
- ~ Introduction of Wiltshire Police Customer Relationship Management system
- ~ See Chapter 5 of the Police and Crime Plan (Appendix 1), "Driving up standards of service"

## **7. Police and Crime Commissioner (PCC) / Community Safety Partnership (CSP) relationships**

The PCC has not yet published his intentions with regards to the use of the budget he now holds, previously part of the CSP funding. The PCC may choose to commission further services from CSP or place them elsewhere. The Panel has asked to see the terms of reference and objectives set for the CSPs in the event that the Commissioner decides to continue with their services.

**Relevant initiatives in the Police and Crime Plan:**

- ~ Multi-agency redesign of services to tackle anti-social behaviour and creation of Safer Community Teams

## **8. Vision Wiltshire**

When discussing this topic on 5 November, the Panel agreed that due to its complex nature it would not be the first topic for review by a task group.

This project is the force's response to the financial pressures and comprises a programme of change begun four years ago. Its current status is unclear.

## **9. Young People (engagement)**

The theme of how the PCC could more successfully engage with young people was originally suggested by the OPCC as a worthwhile scrutiny topic.

## **10. Funding decisions from PCC's £1m pot**

On 15 February the Panel received a summary of the projects funded by the PCC's Innovation Fund and are expecting a progress report at the June meeting. This may not, therefore, be an appropriate topic for scrutiny although this may change after the Panel have had the opportunity of considering the progress report.

### **Proposal**

That the Panel

5. considers the potential scrutiny topics detailed together with any others members may wish to propose and selects a topic or topics for the panel's next scrutiny review;
6. appoints the membership of the agreed task group and agrees arrangements for a preliminary scoping meeting.

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### **Appendices**

Appendix 1                      Summary of the Wiltshire Police and Crime Plan 2013-2017